

Month Reported	July	STAGE 1	Do Not Overtyp green shaded cells
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Number of Complaints - Year to Date													
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Complaints by Location

Breakdown by house/centre	No of Customers	Open at start of month	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Birmingham	5,599	40	25	25	40	0.01%
Hemel Hempstead	7,712	57	93	69	81	0.04%
Newcastle	1,371	2	2	2	2	0.00%
Newport	4,753	11	22	19	14	0.02%
Nottingham	2,761	12	17	19	10	0.02%
Stockport	3,108	14	27	13	28	0.03%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	22	38	47	13	0.00%
Sales Centre	25,385	3	3	3	3	0.00%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	161	227	197	191	0.03%

Breakdown by house/centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Birmingham	40	28	39	10	13	22	25						177
Hemel Hempstead	68	59	47	24	35	53	93						379
Newcastle	6	1	2	0	1	1	2						13
Newport	18	24	23	7	8	7	22						109
Nottingham	20	10	11	3	5	25	17						91
Stockport	13	22	22	8	9	5	27						106
London Travel News	0	0	0	0	0	0	0						0
Customer Contact Centres	32	16	12	7	2	21	38						128
Sales Centre	0	1	2	3	3	3	3						15
Finance Centre	0	0	0	0	0	0	0						0
TOTAL	197	161	158	62	76	137	227	0	0	0	0	0	1,018

Complaints by Classification Category

Breakdown by category	Open at start of month	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing*	16	38	24	30	0.15%
Returns	39	60	62	37	0.24%
Supplies	17	20	19	18	0.08%
Deliveries (Timeliness)	24	34	25	33	0.13%
Deliveries (Quality)	24	21	12	33	0.08%
Claims	24	42	28	38	0.17%
Communication	14	4	18	0	0.02%
Documents	3	8	9	2	0.03%
TOTAL	161	227	197	191	0.89%

Breakdown by category	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Invoicing*	27	11	6	6	11	29	38						128
Returns	49	34	30	14	11	44	60						242
Supplies	24	8	12	9	7	14	20						94
Deliveries (Timeliness)	28	28	33	7	1	3	34						134
Deliveries (Quality)	27	25	16	9	7	9	21						114
Claims	33	42	54	16	35	27	42						249
Communication	7	10	7	1	2	10	4						41
Documents	2	3	0	0	2	1	8						16
TOTAL	197	161	158	62	76	137	227	0	0	0	0	0	1,018

\*Invoicing includes Voucher processing queries